



CRUSADERS

HOCKEY ACADEMY

REFUND POLICY

Calgary Crusaders Academy adheres to the following refund policy:

Full or partial refunds may be provided, or a credit will be left on account towards future programming. In all cases, the situation and circumstances will be reviewed to determine refund eligibility:

1. Withdrawal 60+ days from program start date - Full registration and deposit refunded as credit towards future programs
2. Withdrawal 30-59 days from program start date – No deposit refund and credit on balance of payment
3. Withdrawal 15-29 days from program start date – No deposit refund and credit on 50% of balance of payment
4. Withdrawal 0-14 days from start of program – No refund

The following circumstances will also be considered:

1. If a player is forced to withdraw due to medical reasons due to the activity or program provided by Calgary Crusaders Academy (Dr's note provided), they will be eligible for a credit equivalent to the prorated value of program remaining, to be put towards future programs
2. If a player's family is transferred or required to move for employment, to another city, province or country, they will be eligible for a refund. The refund amount will be equivalent to the prorated value of program remaining.

Please note, any refunds will be provided, less a \$100 non-refundable administration fee.

Refunds **WILL NOT** be provided for the following scenarios:

1. A player or family voluntarily withdraws on or after any date 2 weeks prior to the start of any program
2. A player/parent disagrees with a players program or team placement
3. Players forced to withdraw due to injuries not specifically related to the program provided by Skillz SSC.